

SPAIN

Adapting and pioneering services to minimise face-to-face contact

“The COVID pandemic forced us to make a major technological changes, to quickly redesign our communication channels; our face-to-face appointments, internet services and hotline, and to implement new products and services.”

Fernando de Aragón, CEO, Spanish Directorate General for Cadastre

The Spanish Directorate General for Cadastre has responded to the Covid-19 pandemic by adapting its services to citizens to minimise face-to-face contact.

It was already immersed in a strategic plan to evolve towards a new customer service model, redesigning its processes and reorganising provincial offices. By developing new products, services and channels, the aim was to avoid unnecessary travel by improving telephone and internet services.

When the Spanish State decreed the state of alarm and confinement of citizens, the Directorate General enabled a contingency plan to readapt its processes and services. For the first 6 weeks, the offices remained closed with staff teleworking. When offices were partially reopened, hygienic measures and social distancing installations were implemented.

Appointments are now made via telephone or internet, and enquiries are answered by telephone, videoconference and exceptionally in person in offices.



Benefits:

- Pioneering service for the resolution of doubts by videoconference.
- Virtual assistant guides citizens and administrations in making declarations to the cadastre.
- Online graphical assistant enables the declaration of physical alterations of real estate.
- Virtual assistant helps users to navigate the electronic office.
- Allows the request of certificates by telephone and the submission of documentation and declarations via internet without the need for a digital certificate.
- Establishes new identification models (soft keys) that ensure data protection and access to information under the conditions established by the legislation.